

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

ADMINISTRATIVE SPECIALIST

5101

GENERAL PURPOSE:

Performs a variety of general office, clerical, technical, bookkeeping and related administrative support duties for professional staff, division managers or a department director.

CLASSIFICATION SUMMARY:

The primary function of the Administrative Specialist is to provide a wide range of secretarial and clerical services to a department or division. The Administrative Specialist represents full journey-level professional Specialist positions. Positions in this class are distinguished from positions at the Senior Specialist level by the requirement to provide a diverse and full range of office assistance, secretarial, accounting and related duties. The position differs from that of Administrative Assistants who have greater scope, diversity and depth of work supervising staff or handling administrative details for a department. The Administrative Specialist performs work independently after becoming familiar with the purpose of the department or division using a wide range of office skills brought to the job. Certain positions of this class may serve as a lead worker over other clerical personnel and/or perform confidential duties in the labor relations process and are, therefore, excluded from bargaining units. Administrative Specialists report to the department director, professional, or other supervisor. Work performance is evaluated for the effective functioning of the administrative support activities in an office.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provides confidential secretarial service; responds to personal, telephone, or written inquiries of citizens and high level government, industrial, or community leaders and officers; screens callers and determines proper referral of callers using courtesy, tact and diplomacy; maintains calendar of appointments; composes correspondence; prepares and edits reports; prepares program flyers; proofs documents for spelling, grammar, accuracy and format.

Provides the full range of secretarial duties to an administrator including taking and typing notes of meetings obtained by long-hand, speedwriting, shorthand, tape recording, or Dictaphone; edits tapes while properly describing content and important decisions made.

Maintains department budget and recommends transactions to meet present or anticipated needs; assists supervisor in preparing preliminary budgets; prepares, processes daily deposits, processes and tracks purchase orders, invoices and payments.

Compiles information or notifies supervisor of items that require supervisory action prior to meeting; compiles and collates data for reports; tracks data and maintains computer spreadsheets or other database, may collect fees for permits, registrations or other activities; may process payroll information and serve as liaison with human resources.

Establishes, modifies, and maintains filing and record keeping systems.

Answers telephone to provide information about department's programs and activities; schedules appointments for supervisor; provides customer service, registration, and daily deposits for department programs.

Inventories, orders, and receives office supplies.

OTHER JOB FUNCTIONS:

Cross-trains in other secretarial, clerical or related tasks.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

Performs other tasks as assigned.

SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- A full range of secretarial and general office practices;
- The operation of microcomputers and skill in the use of word processing, spreadsheet, database, and other software as required by the position;
- Business English and business arithmetic;
- Correct and effective use of English grammar.

Ability to:

- Perform a wide variety of secretarial and clerical functions;
- Establish and maintain effective working relations with other employees, public and private officials, a supervisor, and the public;
- Deal with the public over the phone or in person in a tactful, pleasant, and courteous manner;
- Establish, modify and maintain filing and record keeping systems;
- Accurately keep department or division budgets up-to-date;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Perform accurate work while experiencing numerous interruptions;
- Work under the pressure of deadlines or other time constraints;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

Two years of progressively responsible secretarial support experience in a position at a level equivalent to a Senior Specialist; or substituting course work or training in advanced secretarial or office practices and principles for up to one year of the experience; or any equivalent combination of experience and training.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing, spreadsheet, and database programs; typewriter; word processor; 10-key calculator; copy machine; blue print machine; telephone switchboard; GBC binder; dictation machine, fax machine.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. Physical exertion may be required to lift office supplies.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Non-Exempt

Adopted: 9/82 Revised: 9/91, 5/94, 6/99, 12/01

NOTE: Position or working titles will be used on recruitment announcements and internal postings.